



C4IT SERVICE CENTER

Operations Systems Center

C4IT INDUSTRY DAY

Captain Janet Stevens, Commanding Officer
C4IT Service Center Open House

14-Nov-12



OSC Mission

The Operations Systems Center (OSC) develops, fields, maintains, operates and provides user support for Coast Guard enterprise information systems to improve Coast Guard mission performance through the innovative application of technology.

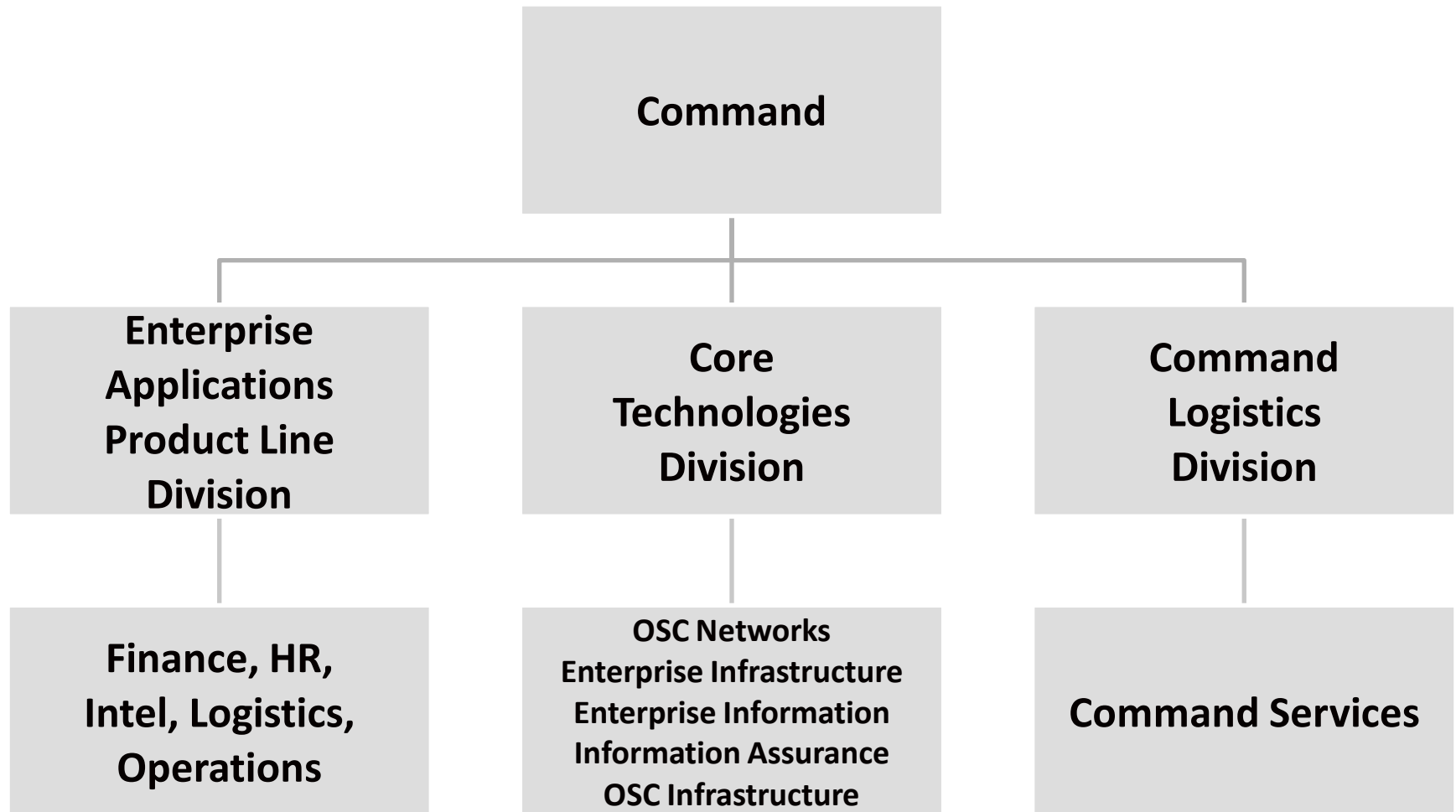


Current OSC Profile

- **Supports all 11 CG Statutory Mission Areas**
- **74 Enterprise Applications & Services**
- **Operational Watches (AMVER, NVMC)**
- **\$80M Annual Operating Expenses**
- **~550 Personnel**
 - Active Duty Military – 8%
 - Federal Civilian – 8%
 - Contractors – 84%



OSC Org Structure



OSC Facility Locations



Kearneysville, WV

Main Campus:

- Main Building
- Annex 1
- Modular Trailers



Annex 2 – 1 mile north



Annex 3 – 6 miles south east



OSC Business Model

- **Everyone “In the Boat” Together, Synergy of Co-Location**
- **“Fee for Service” within USCG**
- **Government Owned/Operated, Contractor Tech Execution**
- **Government – Management Oversight**
 - Task Identification, Statement Of Work, Contract Modification
 - Business Requirements Collection, Coordination, and Documentation
 - Review and Approve Project Plans / Maintenance Activity Plans
 - Monitor Plans and Address Scope Changes
 - Review and Approve Deliverables, Status Reports And Invoices
- **Contractor – Technical Execution**
 - Provide Estimate Of Resources, Cost and Plan to Accomplish the Work
 - Provide Technical Design Based on Business Requirements
 - Develop, Test and Implement Proposed Technical Work
 - Provide Ongoing Technical Maintenance, Operation And Support



Current Industry Partners

- **DMI/CSC/GDIT** – Application Development & Sustainment (APLES IDIQ)
- **ACE/Dell/CGI/IT Coalition** – Infrastructure Sustainment & Enhancement (CTS IDIQ)
- **EEJV** – Info Assurance / Configuration Mgmt
- **PVII** – Building Maintenance
- **SCI** – Data Floor Operations & Facilities IT Support
- **STG** – Application Support
- **TW & Co** – Facility Security



OSC Services

- **Software Development**
- **Systems Operations & Maintenance**
- **Data Floor Operations**
- **Application Support**
- **Network Operations Support**
- **Technical Consultation**
- **Operational Watchstanding**
- **Continuity of Operations Site**



OSC Product Lines

- Development, Maintenance, Operation and Support of IT System to Meet Specific Requirements of Customer or Line Of Business External to OSC
- **Goals**
 - 1. Enterprise Focus of the IT Capability**
 - Paradigm Shift to “Services” Oriented Architecture
 - Leverage Matrixed Capability Operation
 - 2. Utilize Capabilities of OSC Core Technologies** as a Service to Enable Specific Product Delivery
 - Utility Computing
 - Managed Services



OSC Product Lines

- **Human Resources Systems**
- **Financial Systems**
- **Intelligence Systems**
- **Operations Systems**
- **Logistics Systems**
- **Enterprise Information Systems**



OSC Product Lines

- **System Life Cycle Management (SLCM)**
 - System Development Life-Cycle (SDLC)
- **Project Management**
- **Architectural Design**
- **Software Development**
- **Software Upgrades and Maintenance**
- **Data Management**
- **Application Administration**

❖ Vendor/product solutions will be through the APLES effort via subcontracting and/or consulting arrangements



OSC Product Lines Management Focus

Project Portfolio Management

- Improve Service Delivery along Product Lines
- More Efficient and Effective IT capabilities via Core Technologies
- Integrated Master Schedule Capability

SDLC – Process Improvement

- Continuous Improvement of Software Development Processes
- Increased Capability Maturity

Service Delivery Enhancement

- ITIL



OSC Product Lines Contract

Application Product Lines Enterprise Services (APLES) Contract

1. IDIQ Single Source

- 8(a) Competitive
- Awarded April 2010

2. Total 60 Month Period

- Expires Apr 2015



OSC Core Technologies

Development, Maintenance, Operation and Support of the IT Infrastructure and Services Required to Develop, Maintain, Operate and Support an IT system

Goals

1. **Enterprise Focus** to the IT Infrastructure and Support Services
2. **Identify, Recommend and Enable** Approved Enterprise Infrastructure Capabilities:
 - Portal
 - Enterprise Service Bus
 - PROTEC



OSC Core Technologies

4 Core Tech Branches

1. OSC Infrastructure

- System Support Agent Services
- Systems Transition

2. Information Assurance

- C&A, CM, DR

3. OSC Networks

- WAN, LAN, System/Network Troubleshooting

4. Enterprise Infrastructure

- CGOne WAN support, ESB
- OSC Application Support Services



OSC Core Technologies

Enterprise Computing

- Provisions Physical Blade Servers And Virtual Servers In A Highly Available (HA) Environment

Enterprise Storage

- Shared Storage Area Network (3PAR SAN) Environment Delivers Centralized, Highly Available Disk Storage Space To Servers On The OSC Data Floor Via A Fiber Channel SAN

System Monitoring

- Automated Monitoring Of Servers, Applications, And Services
- 24x7 Live Data Floor Monitoring
- Automatically Notify Appropriate Response Personnel To Drive Quality Of Service (QOS) Metrics



OSC Core Technologies

Enterprise Application Support

- ~7000 Tickets Monthly
- >95% Customer Satisfaction

Information Assurance

- Certification & Accreditation
- DR Coordination
- Configuration Management
- Quality Assurance provide independent oversight of SSA and SDA activities.

Other Enterprise IT services:

- Web Portals, Business Intelligence, Spam/Virus Scanning, WAN Support, Enterprise Service Bus



USCG Cloud Computing

Infrastructure As A Service	Platform As A Service	Software As A Service
Servers	Operating Systems	Enterprise Software Capabilities
846 Physical Blade Servers 430 Virtual Blade Servers Enterprise Service Bus (ESB)	Windows Linux HP-UX Solaris	AIS Data Service Alert & Warning System Geographic Information System (GIS) Business Intelligence Web Portals Office Communications Server
Data Center	Databases	On-Going Initiatives
DOD STIG Compliant .mil 12,100 sq ft Data Floor 4 MW Generator Capacity 1500 KVA UPS Capacity 11,000 Rack Unit Capacity 99.99% Unified Fabric LAN 1.75GB Network Connectivity Load Balancing Virtual Networking "Lights Out" Administration Aperture/Sitescan DCIM	Oracle SQL Sybase	DOORS & System Architect Project Server Sharepoint
Enterprise Storage	Administration	
350TB Storage Area Network 95TB Backed Up Weekly 6PB Offline Storage	Patch Management (BladeLogic) Data Floor Monitoring (Nimsoft) Information Assurance Scans Automatic Anti-Virus Updates Automatic Windows Updates Automatic Unix Updates	



OSC Core Technologies Vehicles

Core Technologies Services (CTS) Contract

- IDIQ Single Source (60 month PoP)
- 8(a) Competitive
- Expires October 2015

Application Support Task Order (66 Month PoP)

- DHS EAGLE competition
- Expires February 2013
- In Process of Competition Among (SDVO) Businesses

IA/CM/QA Task Order (48 month PoP)

- DHS EAGLE
- Expires March 2013
- Competition will utilize C4IT Service Center IDIQ Contract

